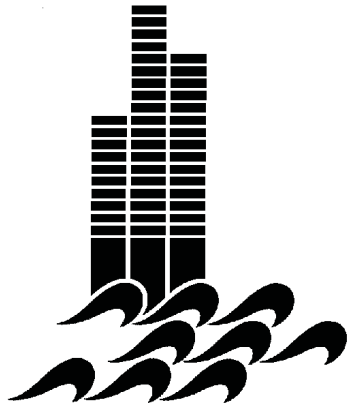


(562) 570-6952

City of Long Beach



### Help Desk

Development Services Center  
City of Long Beach  
Department of Planning and  
Building  
(562) 570-6952  
[www.longbeach.gov/plan](http://www.longbeach.gov/plan)

## HELPFUL TELEPHONE NUMBERS

Business License ..... (562) 570-6211

Community Planning ..... (562) 570-6458

Development Services  
Help Desk..... (562) 570-6952

Economic Developmen..... (562) 570-3800

Fire Department ..... (562) 570-2500

Health Department ..... (562) 570-4000

Planning and Building ..... (562) 570-6651  
24-Hour Bldg.Insp.

Request Line ..... (562)570-6105

Police Department ..... (562) 570-7236

Zoning Information..... (562) 570-6194

Development Services

# HELP DESK



For the Small  
Business Owner

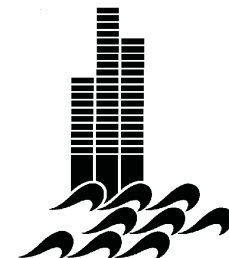
(562) 570-6952

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## How We Can Help

DEVELOPMENT SERVICES CENTER  
DEPARTMENT OF PLANNING  
AND BUILDING

City of Long Beach  
333 W. Ocean Boulevard, 4<sup>th</sup> Floor  
Long Beach, CA 90802



## **PURPOSE**

The creation of the Development Services Help Desk was a direct response to the concerns and issues raised by the Long Beach Business Community relative to the complex and sometimes cumbersome laws and regulatory processes associated with establishing, altering or expanding a small business in the City of Long Beach. The Long Beach City Council recognized the concerns and needs of the small business sector and authorized the establishment of the Development Services "Help Desk" in the Department of Planning and Building. The primary purpose of the Help Desk is to offer assistance to small business owners by providing information, guidance, counseling, mediation and referral services in getting through the City's permitting/development process.

## **OUR GOAL**

Our main goal is to help you establish your business in a timely manner with minimal problems and misunderstandings. As part of this program, we will spend the necessary time to help you understand and navigate the city's permitting process so that you can complete your project on time.

## **HOW WE CAN HELP**

Assistance from the Development Services Help Desk can occur in many forms and commence at any point during the establishment, alteration, or expansion of a small business. We understand that you might have some concerns and not be accustomed to interacting and responding to City officials relative to codes and municipal regulations. Thus, we can act as a liaison and offer assistance in the following manner:

### **Information:**

The Help Desk can provide basic information relative to establishing a business as well as referring you to the services offered at our Small Business Development Center. We can explain the development, permitting and licensing process. We can also help you decipher (if necessary) many of the corrections left by city inspectors during the construction or licensing phase of your business.

### **Permit Assistance:**

The Help Desk can aid you in determining what zoning or building permits you need, completing the appropriate forms, submitting the necessary documents, and providing the associated hearing and inspection schedules.

### **Resource:**

The Help Desk can put you in direct contact with City personnel from various reviewing/authorizing departments from which you are required to obtain approvals. Additionally, the Help Desk can refer you (if your location qualifies) to the City's Economic Development Bureau for possible monetary assistance or business development guidance. If you need the aid of design or land use professionals, we can provide you with a courtesy referral list (the City does not endorse any of the consulting services).

### **Mediation:**

The Help Desk can act as an intermediary between you and Planning and Building personnel to help resolve code issues or disputes.

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We look forward to working with you in your endeavors to establish, modify or expand your business in the City of Long Beach.